

## Summary of L&I actions to improve quality of medical care

January 1, 2010 – December 31, 2010

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This report describes L&I's efforts to ensure high standards among the individuals and firms providing health care and independent medical examinations for injured and ill workers.

### Actions to remove treating providers

1. **Kelly Bell, ARNP** – L&I issued an order to inactivate her provider account number for cause in January 2010. She did not protest this decision.
2. **Penelope Steers, ARNP** – L&I issued an order to inactivate her provider account number for cause in January 2010. She did not protest this decision.
3. **David Wall, DC** – L&I issued an order to inactivate his provider account number for cause in January 2010. He protested this decision. L&I affirmed the inactivation order in May 2010. He did not appeal the affirmation order to the BIIA.
4. **David Celio, PhD** – application to become a healthcare provider was denied for cause in March 2010.
5. **Timothy Massey, MD** – L&I issued an order to inactivate his provider account number for cause in June 2010. He protested this decision.
6. **Solomon Kamson, MD** – L&I issued an order to inactivate his provider account number for cause in June 2010. He protested this decision.
7. **Delbert Whetstone, DO** – L&I issued an order to inactivate his provider account number for cause in July 2010. He did not protest this decision.
8. **Jefferson Cartwright, MD** – L&I issued an order to inactivate his provider account number for cause in September 2010. He protested this decision.
9. **Larry Lefors, DO** – L&I issued an order to inactivate his provider account number for cause in October 2010. He protested this decision.
10. **Deborah Benz, MD** – L&I issued an order to deny her provider application in December 2010. She has 60 days to protest this decision.
11. **Lowell Finkleman, MD** – Based on peer review, he was placed under a monitoring plan in November 2010.

### Actions against medical examiners and IME firms

1. **David Schenkar, MD** – L&I imposed a \$49,000 fine for conducting exams as an unapproved medical examiner. He appealed this decision. In September 2010, he agreed to pay a \$24,500 fine as part of a settlement agreement.
2. **Abeton** – L&I fined this company \$24,500 for using an unapproved medical examiner. Company paid fine in January 2010.
3. **Jura Forensics** – In January 2010, placed the company in temporarily unavailable status when it did not complete a corrective action plan addressing prior failure to meet L&I standards. The company's provider account number was later inactivated for failure to reapply.
4. **Medical Diagnostic Services**
  - In June 2010, the company agreed to repay \$19,800 for failure to submit 198 IME reports within the required 14-day time frame.
  - In November 2010, L&I issued an order to inactivate their provider number for cause. The IME firm did not protest the decision.
5. **John Kooiker, MD** – In August 2010, placed him in temporarily unavailable status until he completes a corrective action plan for poor quality IME reports.

6. **George Sims, MD** – In August 2010, placed him in temporarily unavailable status until he completes a corrective action plan to address complaints about his exams. He subsequently decided to inactivate his provider account number instead.
7. **Gregory Carter, MD** – In August 2010, placed him in temporarily unavailable status until the DoH restrictions on his medical license were removed. He completed all of his DoH requirements and was placed back on active status in September 2010.
8. **Exigere Corporation** – In August 2010, L&I issued an order to reduce the company's reimbursement by \$400 for failure to four IME reports to the department in the required timeframe.
9. **Medical Evaluation Specialists** – In September 2010, L&I issued an order to reduce the company's reimbursement by \$100 for failure to submit an IME report to the department in the required timeframe.
10. **Seattle Central Panel** – In September 2010, L&I issued an order to reduce the company's reimbursement by \$700 for failure to submit seven IME reports to the department in the required timeframe.
11. **Herbert Gamber, MD** – In December 2010, he was placed in temporarily unavailable status until he submitted an IME report that was more than two months late.
12. **Hugo VanDooren, MD** – In May 2010, he was placed in temporarily unavailable status until he submitted reports on an IME that was more than two months overdue. He was subsequently inactivated for failure to submit his provider reapplication.
13. **Evergreen Medical Panel** – In November 2010, L&I issued an order to reduce the company's reimbursement by \$1,800 for failure to submit 18 IME reports to the department in the required timeframe.
14. **Sunrise Medical Consultants** - In October 2010, L&I issued an order to reduce the company's reimbursement by \$100 for failure to submit an IME report to the department in the required timeframe.

### **Pending actions**

Reviews are underway on:

- Nine providers for poor quality of care and/or potential harm to injured workers.
- Two medical examiners for poor quality IME reports.

### **Actions to recover inappropriate bill payments**

The medical bill audit unit completed a number of bill/compliance reviews which resulted in:

- Assessment of \$1,951,527.90 directing audited providers to refund L&I for inappropriately billed services during period 01/01/10 – 11/30/10.
- Collection of \$498,202.54. (Monies collected are related to orders issued in current summary period (01/01/10 – 11/30/10) as well as orders issued in prior summary periods.)
- One interpretive services provider temporarily suspended from performing interpretive services at Independent Medical Examinations due to complaints about quality of service.

### **Pending actions**

Medical bill audit reviews are underway on approximately 10 providers for inappropriate billing.

### **New web page will help providers avoid audit findings**

New web page to help providers avoid audit findings became available in September 2010. The web page includes information on common errors identified by Medical Bill Auditors.

### **Educational opportunities for providers**

**Seminars.** Each year L&I also offers 7–9 days of training to help providers understand the unique challenges of occupational medical care and their experience working with L&I. Providers can earn continuing medical education credits for attending these seminars.

<b>L&amp;I seminars for medical providers in 2009</b>			
<b>Date</b>	<b>Location</b>	<b>Seminar title</b>	<b>Attendance</b>
April 18	Moses Lake	<i>Reducing Your Practice Headache</i>	100 doctors
April 19	Moses Lake	<i>Chiropractic Consultant</i>	100 doctors
Sept. 26	Tukwila	<i>Advanced Topics in Washington Workers' Comp: Physical Capacities Calculation and Return to Work</i>	50 doctors
Oct. 17	Winthrop	<i>Chiropractic IME Seminar</i>	100 doctors
Nov. 7–8	SeaTac	<i>2009 IME Best Practices with SEAK, Inc.</i>	140 doctors
Dec. 12	Tukwila	<i>Reducing Your Practice Headaches</i>	70 doctors
<b>Totals</b>		<b>6 seminars</b>	<b>560 doctors</b>

<b>L&amp;I seminars for medical providers in 2010</b>			
<b>Date</b>	<b>Location</b>	<b>Seminar title</b>	<b>Attendance</b>
June 19	Wenatchee	<i>Advanced Topics in WA Workers' Compensation: Physical Capacity Calculation and Return to Work</i>	100 doctors
Oct 2	Tukwila	<i>Reducing Your Practice Headaches: Industrial Medicine Tips for Docs</i>	70 doctors
Oct 23	Tukwila	<i>Chiropractic Consultant Seminar</i>	70 doctors
Dec 4	Tukwila	<i>Advanced Topics in WA Workers' Compensation: Physical Capacity Calculation and Return to Work</i>	70 doctors
<b>Totals</b>		<b>4 seminars</b>	<b>310 doctors</b>

**Publications.** As part of our educational efforts, L&I also offers the following publications:

- [The Attending Doctors Handbook](#)
- [Medical Examiners Handbook](#)

### **How to give feedback to L&I on healthcare providers**

We encourage you to give us feedback. If you have any concerns, please contact one of our staff listed below.

The quality of medical care provided by a health-care provider

- Linda Grant, Occupational Nurse Consultant, at 360-902-6790 or [linda.grant@lni.wa.gov](mailto:linda.grant@lni.wa.gov)
- Susan Christiansen, Occupational Nurse Consultant, at 360-902-6821 or [susan.christiansen@lni.wa.gov](mailto:susan.christiansen@lni.wa.gov)
- Marianne Schuh, Occupational Nurse Consultant, at 360-902-5245 or [Marianne.schuh@lni.wa.gov](mailto:Marianne.schuh@lni.wa.gov).

Medical examiners or firms providing independent medical exams

- State-fund claims — Carol Britton, Occupational Nurse Consultant, at 360-902-6818 or [carol.britton@lni.wa.gov](mailto:carol.britton@lni.wa.gov)

- Self-insured claims — Carole Winegar, Occupational Nurse Consultant, at 360-902-6708 or [carole.winegar@lni.wa.gov](mailto:carole.winegar@lni.wa.gov)
- Gary Walker, Manager, Provider Review and Education, at 360-902-6823 or [gary.walker@lni.wa.gov](mailto:gary.walker@lni.wa.gov)

You may also submit a complaint about a doctor or other provider on L&I's Web site at [www.Lni.wa.gov/ClaimsIns/FraudComp/Complaints/AboutProvider/default.asp](http://www.Lni.wa.gov/ClaimsIns/FraudComp/Complaints/AboutProvider/default.asp).

You can also find this page on L&I's Web site, [www.Lni.wa.gov](http://www.Lni.wa.gov) by entering "Complain about a Doctor" in the Search box.